ScriptSwitch
Delivering Change for a Better Practice

SCRIPTSWITCH

CENTRALISED REPORTING

USER MANUAL

VERSION 7.0

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ScriptSwitch Limited

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Document History

History			
Version	**Date**	**Author**	**Changes**
1.0	13/03/2006	MB	Initial release of full user manual
2.0	01/06/2007	MB	Updated with screenshots of new Report Wizard and refreshed the content.
3.0	12/06/08	VH	Updated with changes for password self service and changes for report selection
4.0	05/09/2008	SJ	Updated address and telephone number for new office
5.0	12/04/2009	VH	Updated to take into account new features on reporting released April 2009. Page 18 and page 21 detail the changes
6.0	17/06/2009	VH	Correction to telephone number on page 4
7.0	21/12/2009	VH	Update to https weblink for reporting website

Support

Support is available from ScriptSwitch between the following hours:

Monday – Friday 9.00 – 17.30

To Contact us:

Telephone: 02476 214 700

Email: support@scriptswitch.com

Introduction

1.1 What is Centralised Reporting?

ScriptSwitch Centralised Reporting is an analysis tool for the users of ScriptSwitch to determine how ScriptSwitch is performing in practices.

The PCO can use the reports to identify which areas of their Recommendation Profile are producing cost benefits and where switches are being widely accepted or rejected. This information will help guide further development of the profile. Practices may like to use it to compare their prescribing behaviour to the PCO's model prescribing or to identify the cost benefits that have been realised since starting to use the system.

1.2 What data is available?

ScriptSwitch stores details of all issued prescriptions, offered switches, costing information and whether switches have been accepted or rejected. It **does not** include any patient or prescriber identifiable data.

The transmission and storage of the ScriptSwitch data has been authorised by the Caldicott Guardian of the National Programme for IT.

1.3 Who can access the data?

The PCO's Prescribing Team will be able to access the system to monitor ScriptSwitch's performance in practices. They will be able to analyse an individual practice's prescribing but, as mentioned above, will not be able to monitor the prescribing habits of named prescribers through the ScriptSwitch reports.

The PCO may grant access to the Centralised Reporting system to nominated contacts within each practice. There is no obligation for the practices to run reports for their organisation.

To enhance security further, the Centralised Reporting website can only be accessed when using a system with an N3 connection.

ScriptSwitch Limited can also access the content of the Centralised Reporting system. This allows our technical staff to verify that ScriptSwitch is operating correctly in all contracted locations, and our Medicines Management team produce anonymised bench-marking reports to help our client's get the most out of ScriptSwitch.

No third-party organisations have access to the data.

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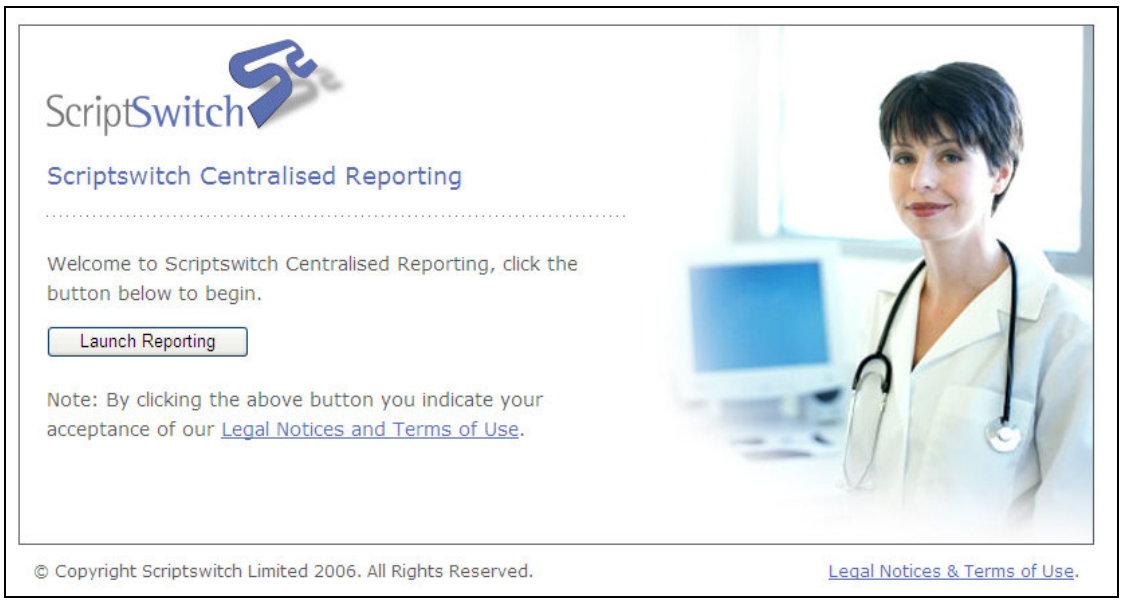
2. Accessing the System

2.1 Browsing to the Website

While the website has been tested in all the major web browsers, the screenshots used in this document were taken using **Microsoft Internet Explorer**.

1. Start your preferred web browser. Internet Explorer can be started by clicking on the Start button, select Programs and then click the Internet Explorer icon.

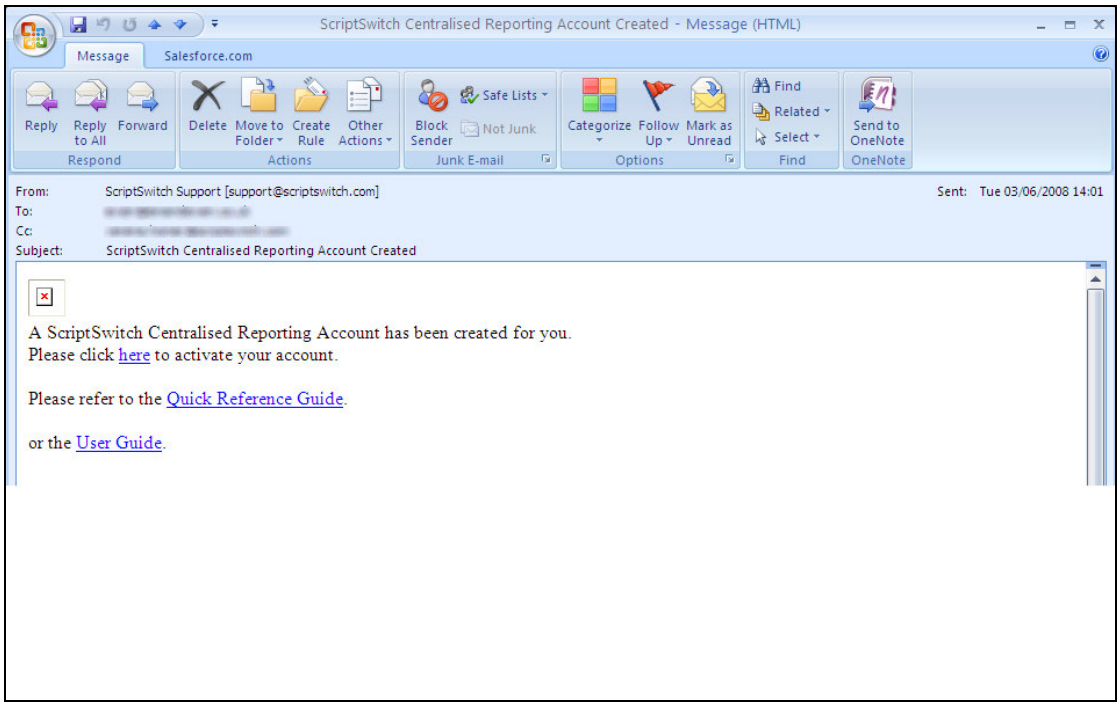
2. Type https://reporting.scriptswitch.com/reporting/ into the Address Bar and click Go or press *Enter*.


ScriptSwitch
Scriptswitch Centralised Reporting
Welcome to Scriptswitch Centralised Reporting, click the button below to begin.
Launch Reporting
Note: By clicking the above button you indicate your acceptance of our Legal Notices and Terms of Use.
© Copyright Scriptswitch Limited 2006. All Rights Reserved.
Legal Notices & Terms of Use.

Tip Why not add the website address to your Favourites folder for easier access.

2.2 Activating a new user

Following implementation of the ScriptSwitch software a unique username will be created by the ScriptSwitch Customer Services team. On creation an email will be sent to the new user with a link for the user to create a password.



By clicking on the link the new user will be taken to a screen to nominate and confirm a new password for their own use. The username can then be used to access the Centralised Reporting system

NB: Please note that activation email is valid for 7 days, from date of sending. Please contact ScriptSwitch support if you experience any problems with creation of your password

Contact Details

Email: support@scriptswitch.com

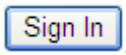
Tel no: 02476 214 700

2.3 *Logging on to the System*

1. Select **Launch Reporting** on the welcome page of the ScriptSwitch Centralised Reporting website will display the following screen:

ScriptSwitch
Scriptswitch Centralised Reporting
To logon, enter the username and password that were provided by the Scriptswitch engineer and then click the Sign In button.
If you have forgotten your username or password, then click on the button 'Forgot Username/Password'.
A Quick Reference Guide to walk you through the creation of your first reports. Alternatively, if you would like additional information, the Full User Guide is also available.
Username:
Password:
Sign In
Forgot Username/Password
© Copyright Scriptswitch Limited 2006. All Rights Reserved.
Legal Notices & Terms of Use.

Figure 1 Log in Screen

2. Enter your username and password and click 

. The username and password will be provided by ScriptSwitch shortly after installation.
Both the username and password are case-sensitive.

3. If you key your password incorrectly, please note that you need to leave approximately 10 seconds before trying to submit the password again.

4. Once logged in, the following screen will be displayed provided access to all the major functionality

The UK's leading provider
of real time prescribing support
ScriptSwitch
ScriptSwitch
Home
Administration
User Maintenance
Log Off
Document Library
To aid your understanding, and assist in the analysis, of the ScriptSwitch Reports, the following documents have been published to help you get the most out of your time with ScriptSwitch.
User Guides
Centralised Reporting
Quick Reference Guide
A two-sided guide to help users run their first report from Centralised Reporting.
Full Manual
A fully comprehensive user manual to the Centralised Reporting system with a brief overview of each available reporting template.

Figure 2 The Main Menu screen

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2.4 Forgot your User-name or Password

If you forget either your username or password the ScriptSwitch self-service feature can be used to gain access to Centralised Reporting. From the log-in screen select

Forgot Username/Password

The following screen will then display:

ScriptSwitch
Scriptswitch Centralised Reporting
To logon, enter the username and password that were provided by the Scriptswitch engineer and then click the Sign In button.
If you have forgotten your username or password, then click on the button 'Forgot Username/Password'.
A Quick Reference Guide to walk you through the creation of your first reports. Alternatively, if you would like additional information, the Full User Guide is also available.
Email Address:
Email My Username
Username:
Reset Password
Password:
Sign In
© Copyright Scriptswitch Limited 2006. All Rights Reserved.
Legal Notices & Terms of Use.

Figure 3 Reset User/Password Screen

This screen will allow the user to access a user-name that has been forgotten or to request a password re-set.

1. If you have forgotten your user-name, key in your email address and click on

   Email My Username

   (this is the original email address used at the point you started to use ScriptSwitch. If your email address has changed recently please contact ScriptSwitch support at support@scriptswitch.com)

An email will be sent to you with your user-name as follows:

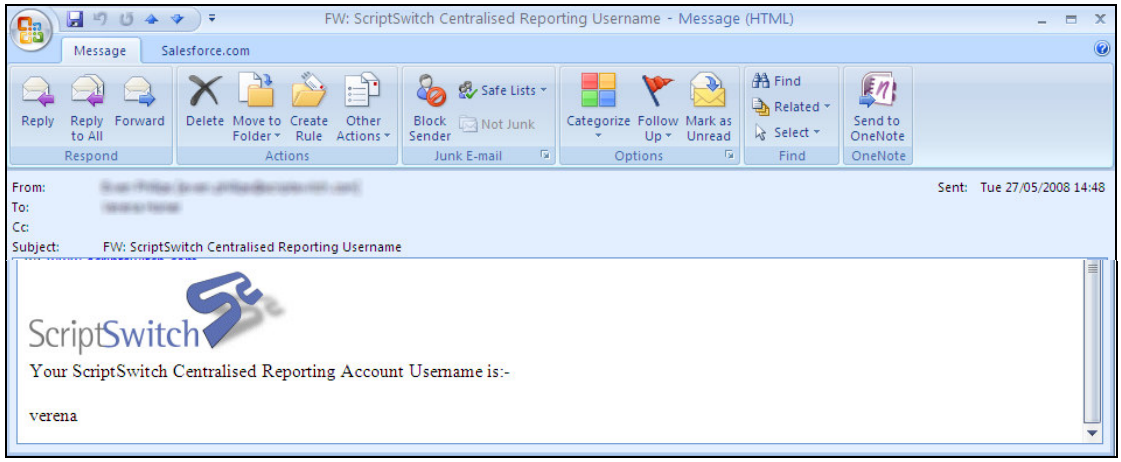
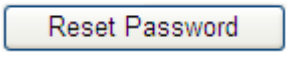


Figure 4 Sample Username email

2. If you have forgotten your password, key in your email address and your user-name and click on



An email will be sent to you with a link to reset your password

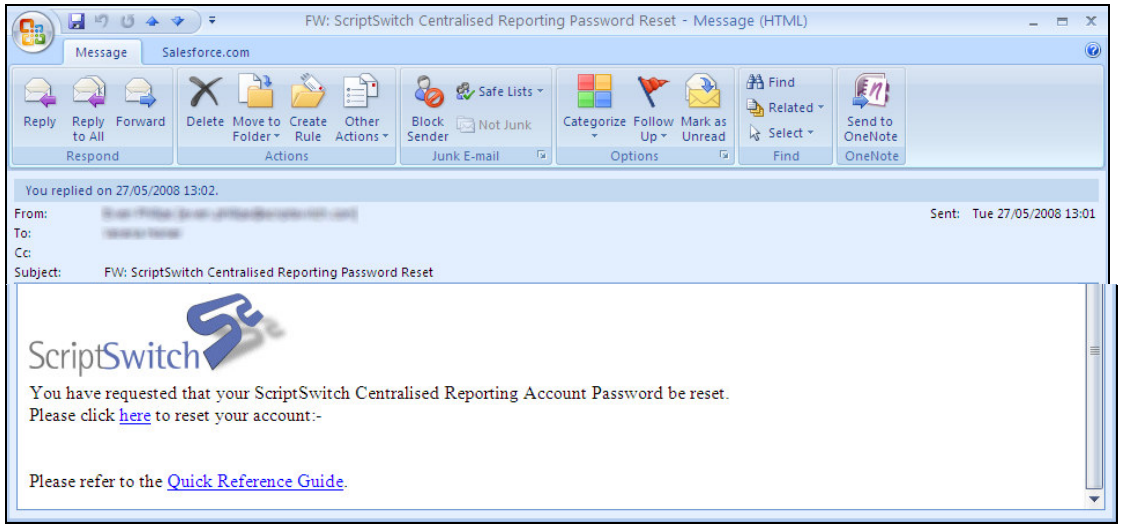


Figure 5 Sample password reset email

3. A confirmation screen will appear and then you will be prompted to re-set your password on the following screen

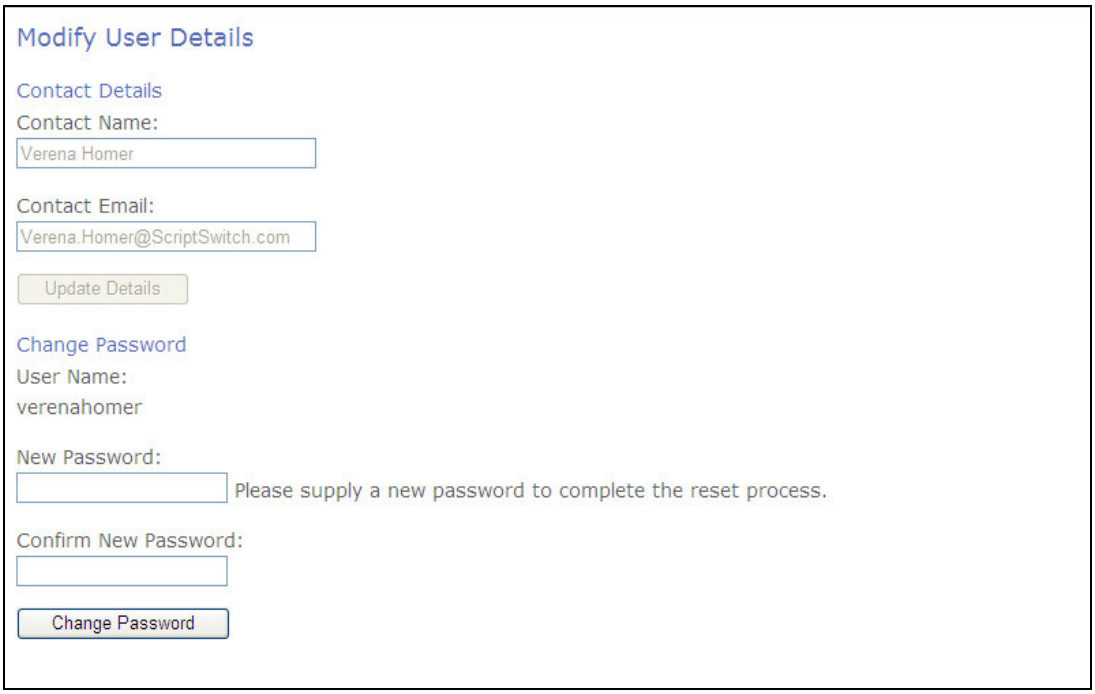
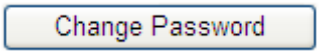


Figure 6 Reset Password screen

4. Key in a new password. The password must be between 6 and 15 characters in length and can contain any mix of alphas or numerics. Confirm the password by keying again and then click on



5. The system will confirm that the password reset has been successful and will return to the Launch screen to allow login to the site.

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2.5 Generating a Report

The **Report Wizard** guides you through the different steps required in order to tailor a report to your specific needs. To generate a report for the current organisation, click

Reporting Wizard from the menu bar of the website, as shown in ***Figure 7***.

The UK's leading provider
of real time prescribing support
ScriptSwitch
Ashford PCT
Home
Organisation Tree
Reporting Wizard
Update Contact Details
Log Off
Document Library
To aid your understanding, and assist in the analysis, of the ScriptSwitch Reports, the following documents have been published to help you get the most out of your time with ScriptSwitch.
User Guides
Centralised Reporting
Quick Reference Guide
A two-sided guide to help users run their first report from Centralised Reporting.
Full Manual
A fully comprehensive user manual to the Centralised Reporting system with a brief overview of each available reporting template.
ScriptSwitch
Quick Reference Guide
A two-sided guide describing the ScriptSwitch user interface presented to prescribers within medical practices.

Figure 7 The Main Page - Central Reporting

To run a report for a specific practice, click Organisation Tree from the menu bar. This will display a list of practices down the left-hand side of the above page.

Click to select the relevant practice from the list and then click on **Run Report Wizard for** *[Practice Name]* on the right-hand side, as shown in Figure 8.

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Figure 8 Practice Specific Report

2.5.1 Step 1 – Select the Report Format and Style

The first decision that needs to be made is what format of report is required. For example is the report needed to present headline figures about ScriptSwitch's performance, or is a detailed breakdown for further analysis required?

If the former, then Standard Reports (exported as PDF) are the best option as the data is clearly formatted for ease of understanding. Otherwise, one of the CSV reports is more appropriate as that data can be imported directly into Microsoft Excel, or similar, for subsequent analysis.

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Report Wizard for
PCT - Microsoft Internet Explor...
Step One
Select Report Style and Ordering
ScriptSwitch
Select the style of report you would like to create. Once selected, addtional information about the template will be shown below, then it will be possible to select a filter to define what data should be included in the report.
Standard Report
Switch Details
Summary
Information Messages
Data Export (beta)
Summary
Once a report style has been selected, a further description will be shown below.
Scriptswitch Limited
< Back
Next >
Cancel

Figure 8 Select a report Format

Once the format of report has been selected, the next choice is about what style of report should be generated.

Each report style falls into one of three categories:

- **Switch Details** – These reports list details of each recommendation that was presented to the prescriber, along with details of the dosages that were prescribed.
- **Summary** – A selection of reports that summarise ScriptSwitch's performance at various levels of detail.
- **Information Messages** – These reports detail how many times Information Message recommendations have been shown to the prescriber and for which drugs.

To continue with this example, please click to select:

- **Standard Report → Summary → Summary of Offered Switches per Product** and then **Next** to continue as shown in Figure 10.

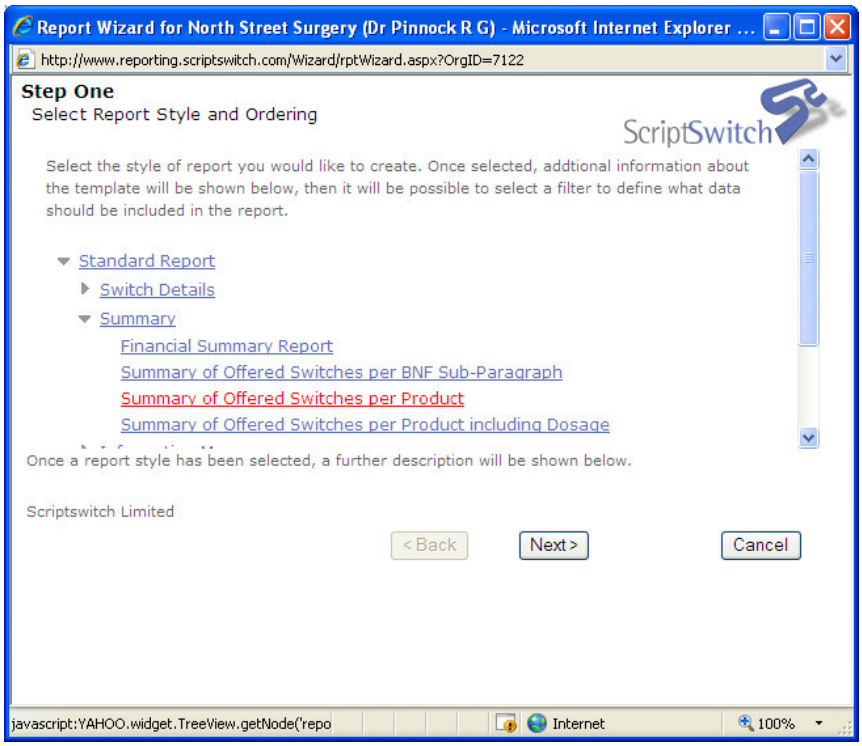
Report Wizard for North Street Surgery (Dr Pinnock R G) - Microsoft Internet Explorer ...
http://www.reporting.scriptswitch.com/Wizard/rptWizard.aspx?OrgID=7122
Step One
Select Report Style and Ordering
ScriptSwitch
Select the style of report you would like to create. Once selected, addtional information about the template will be shown below, then it will be possible to select a filter to define what data should be included in the report.
Standard Report
Switch Details
Summary
Financial Summary Report
Summary of Offered Switches per BNF Sub-Paragraph
Summary of Offered Switches per Product
Summary of Offered Switches per Product including Dosage
Once a report style has been selected, a further description will be shown below.
Scriptswitch Limited
< Back
Next >
Cancel
javascript:YAHOO.widget.TreeView.getNode('repo
Internet
100%

Figure 9 Select report style

Step 2 – Select the Report Filter

The report filter option will allow the information contained within the database to be filtered down dependant on specific requirements. The following screen displays:

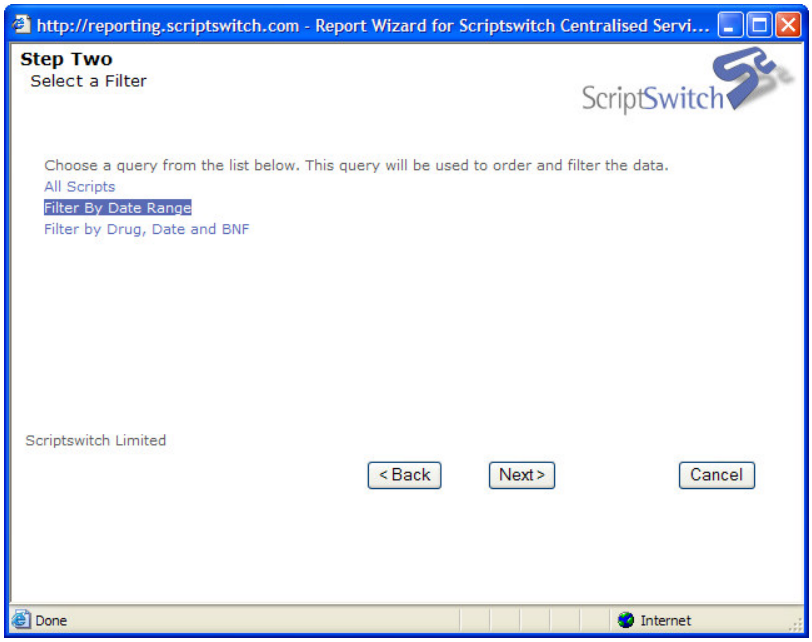
http://reporting.scriptswitch.com - Report Wizard for Scriptswitch Centralised Servi...
Step Two
Select a Filter
ScriptSwitch
Choose a query from the list below. This query will be used to order and filter the data.
All Scripts
Filter By Date Range
Filter by Drug, Date and BNF
Scriptswitch Limited
< Back
Next >
Cancel
Done
Internet

Figure 11 Select report filter

The filters available are:

- **All Scripts** – This option will produce all the information from the database ie. No filter applied
- **Filter by Date range** – This option will allow the database to be filtered by a specific dates, eg a financial year, a month, a quarter
- **Filter by Drug, Date and BNF** – is a complex filter that can be used to produce a report which filters the records by a specific product, a specific date range, a BNF category or any combination of the above

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2.5.2 Step 3 – Selecting a Date Range NEW April 2009

To produce a report by date range, the duration can be selected from the drop down menu and will allow reports to be run for the last month, quarter, year, or the current month, quarter or year. This will populate the date boxes. Alternatively enter the start and end dates for the search. Pop up calendars will appear to make it easier to select the relevant dates. When the dates have been selected click on **Next** to continue.

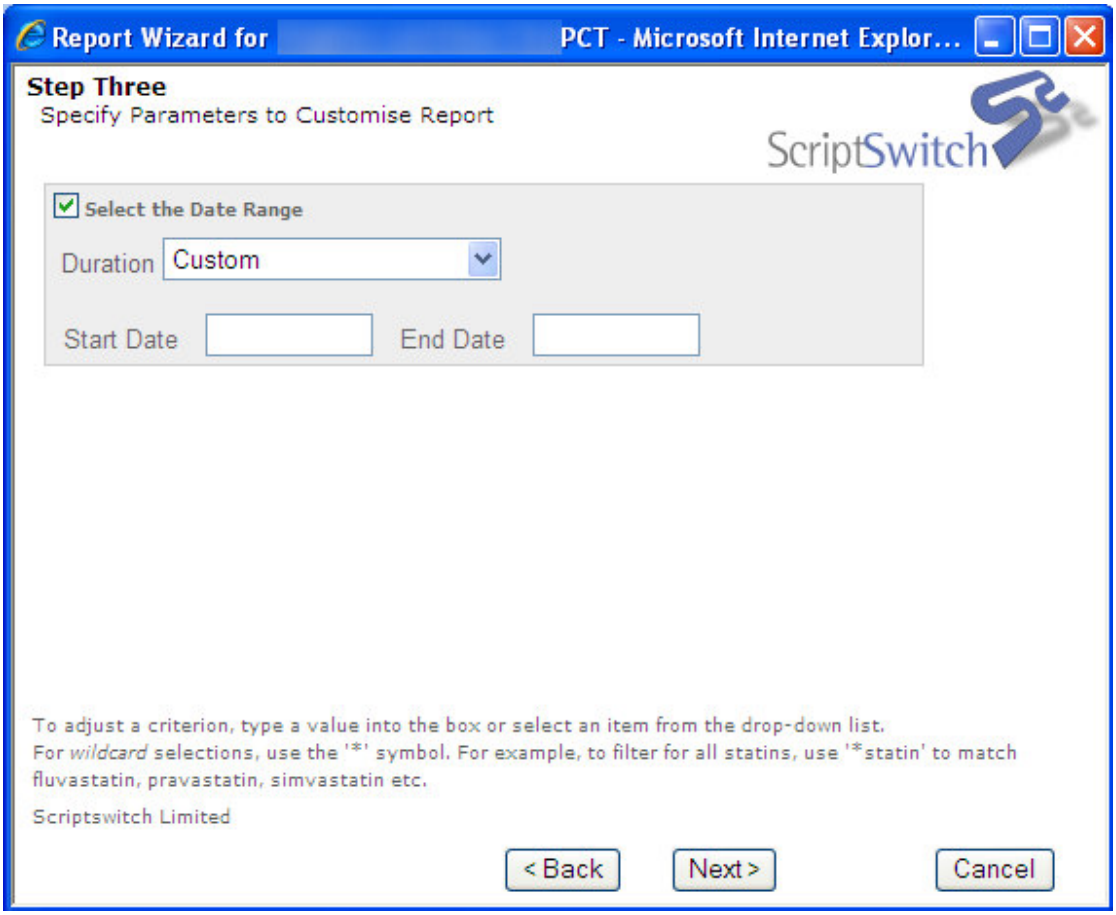
Report Wizard for
PCT - Microsoft Internet Explor...
Step Three
Specify Parameters to Customise Report
ScriptSwitch
Select the Date Range
Duration
Custom
Start Date
End Date
To adjust a criterion, type a value into the box or select an item from the drop-down list.
For wildcard selections, use the '*' symbol. For example, to filter for all statins, use '*statin' to match fluvastatin, pravastatin, simvastatin etc.
Scriptswitch Limited
< Back
Next >
Cancel

Figure 10 Select date parameters

2.5.3 Step 4 – Choosing a Name for the Report

The next screen will populate with a name for the report. This can be customised by keying your own title

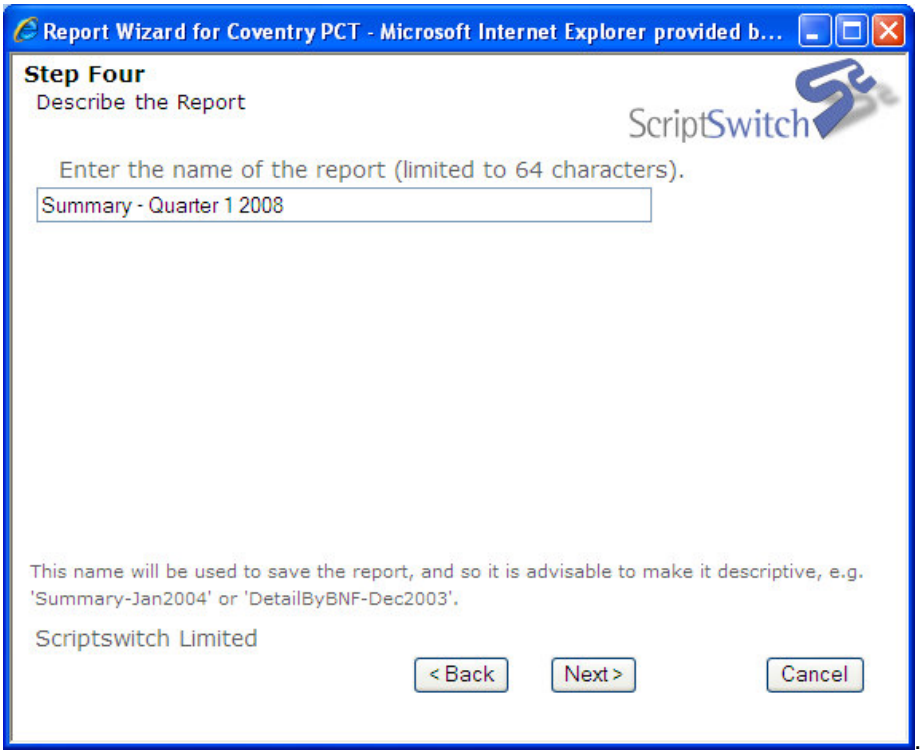
Report Wizard for Coventry PCT - Microsoft Internet Explorer provided b...
Step Four
Describe the Report
ScriptSwitch
Enter the name of the report (limited to 64 characters).
Summary - Quarter 1 2008
This name will be used to save the report, and so it is advisable to make it descriptive, e.g. 'Summary-Jan2004' or 'DetailByBNF-Dec2003'.
Scriptswitch Limited
< Back
Next >
Cancel

Figure13 Key in a report name

When ready, click **Next** to continue and the report will be generated.

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2.5.4 Step 5 - Viewing the Generated Report

Once the report is generated the following screen will be displayed:

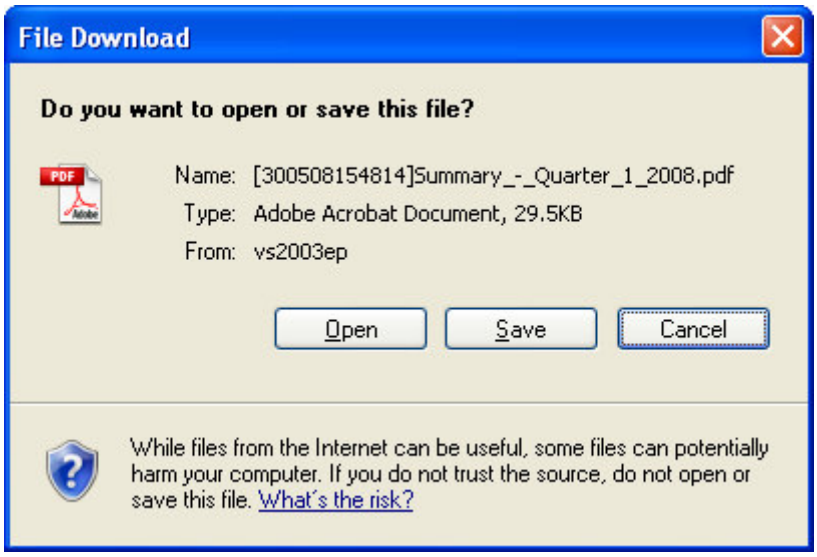
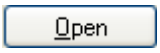
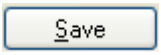

File Download
Do you want to open or save this file?
Name: [300508154814]Summary_-_Quarter_1_2008.pdf
Type: Adobe Acrobat Document, 29.5KB
From: vs2003ep
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Figure14 File Download



will cause the file to be opened directly in Adobe Acrobat Reader



will prompt for a location to store the file on your PC.

Notes

- The time required to generate the report can vary dependent on a number of factors:
  - The wider the date range, the more data, the longer it will take to generate the report
  - Peak times to generate reports are at the start and end of each month. Delaying the request a few days further when, there are likely to be fewer people accessing the system will increase the website's performance.
- It takes two working days to transfer data from the GP system to Centralised Reporting, if running reports for a month-end please take this time delay into account.
- If the report has been generated and nothing appears on the screen, this may be due to Microsoft Internet Explorer blocking pop-ups. If this is the case the menu bar will have a yellow bar displayed. By right-mouse clicking on the yellow bar, you can allow this pop-up which will then display the report on the screen
- Adobe Acrobat *or* Adobe Acrobat Reader is required to view PDF files. Adobe Acrobat Reader can be freely downloaded from

  http://www.adobe.com/products/acrobat/readstep2.html

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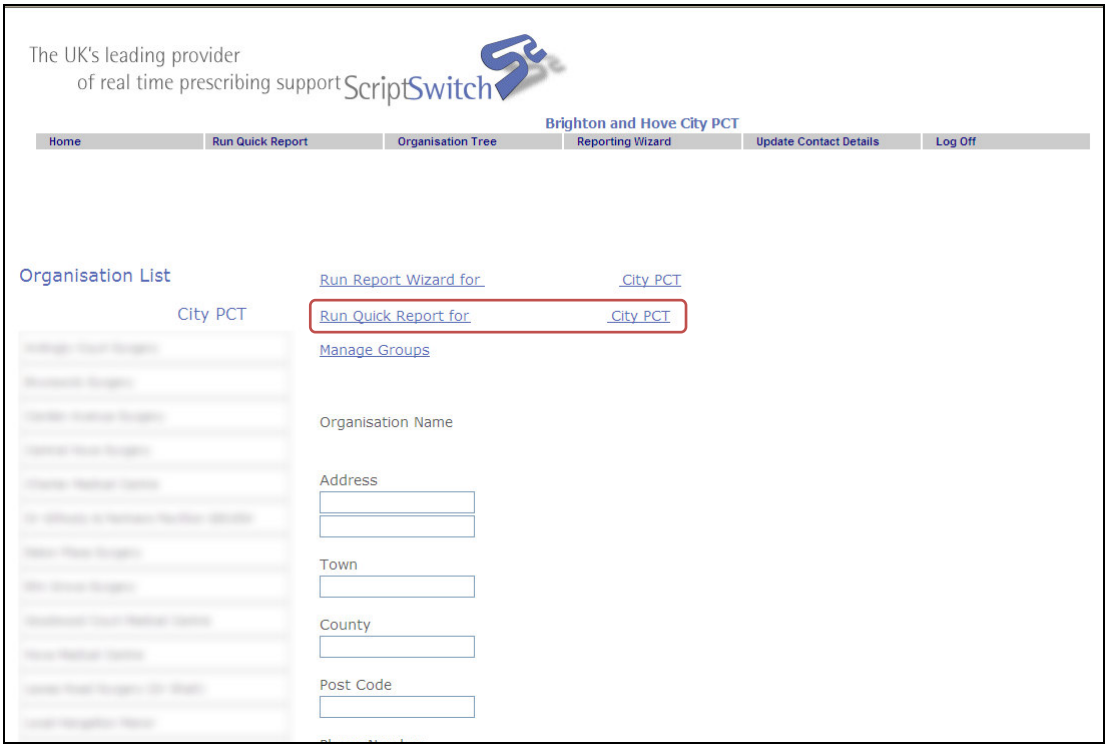
2.5.5 Running Quick Reports - NEW April 2009

A quick report will show a summary of all offered switches at the product level, for the previous three calendar months for either the whole PCT/LHB or for a single practice.

The option to run quick reports is available from the Organisation Tree option as in the screen shot below, or following selection of a specific practice it is also available.



3. Definition of Reports

3.1 Standard Reports

The **Standard Reports** provide information relating to switches and information messages in a pre-formatted style report

3.1.1 Switch Detail Report

Producing the Report

The report is requested by selecting:

- Reporting Wizard
- Standard Reports
- Switch Details

Report Wizard for
- Microsoft Internet Explor...
Step One
Select Report Style and Ordering
ScriptSwitch
Select the style of report you would like to create. Once selected, addtional information about the template will be shown below, then it will be possible to select a filter to define what data should be included in the report.
Standard Report
Switch Details
Ordered Alphabetically
Ordered by BNF Category
Summary
Information Messages
Data Export (beta)
Summary
Once a report style has been selected, a further description will be shown below.
Scriptswitch Limited
< Back
Next >
Cancel

Figure15 Report Selection

The report is then available for sorting as follows:

Ordered Alphabetically	drugs are listed in alphabetical order based on the name of the original prescribed drug
Ordered by BNF Category	drugs are listed by the BNF category of the original prescribed drug

What it Shows

This is a more detailed report that lists every drug and drug dosage for which a switch was offered.

Each report begins with the three-page summary report mentioned above and the main body of the report is split into four sections, Acute (Accepted), Repeat (Accepted), Acute (Rejected) and Repeat (Rejected).

.

3.1.2 Information Message

Producing the Report

The report is requested by selecting:

- Reporting Wizard
- Information Messages
- Ordered Alphabetically

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Report Wizard for Scriptswitch Centralised Services Demonstration - Micr...
Step One
Select Report Style and Ordering
ScriptSwitch
Select the style of report you would like to create. Once selected, addtional information about the template will be shown below, then it will be possible to select a filter to define what data should be included in the report.
Standard Report
Switch Details
Summary
Information Messages
Ordered Alphatically
Data Export (beta)
Once a report style has been selected, a further description will be shown below.
Scriptswitch Limited
< Back
Next >
Cancel

Figure16 Report Selection

The report can then ordered and sorted by:

- All Scripts
- Filter by Date Range
- Filter by Drug, Date or BNF Category

What it Shows

This report details Information Messages that have been offered to the prescriber and indicates the number of times the original prescription was edited or whether the prescriber continued with no change.

3.1.3 Summary Report

There are four reports available in summary format. All of the summary reports are available for ordering by:

- All Scripts
- Filter by Date Range
- Filter by Drug, Date or BNF Category

3.1.3.1 Financial Summary Report

This is a three-page summary report that includes information regarding every prescribed script, allowing some calculations to be performed regarding the offer rate (the percentage of scripts which caused the ScriptSwitch window to be shown), the acceptance rate (the percentage of offered switches that were accepted) and the cost implications of the prescriber's actions.

3.1.3.2 Summary of Offered Switches by BNF Subparagraph

This report summarises all the switches that have been accepted or rejected, with the associated costing information, for each BNF category.

3.1.3.3 Summary of Offered Switches by Product

This report is similar to the above, but also includes details of the original and replacement product, in addition to the details about the number of accepted or rejected switches and the associated cost benefit.

This report is ordered by the BNF category of the original product.

3.1.3.4 Summary of Offered Switches by Product including Dosage

This report is more detailed than the previous reports and shows information relating to the original and replacement product with dosages, in addition to the details about the number of accepted or rejected switches and the associated cost benefit. This report is ordered by the BNF category of the original product.

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3.2 Data Export Reports

3.2.1 Summary

3.2.1.1 Financial Summary Report per Practice - *PCOs only*

This is the Data Export equivalent to *Financial Summary Report* described in section 3.1.3.1. The only difference is that, when run for a PCO, it contains the summary statistics for the whole PCO grouped on a per-practice basis.

3.2.1.2 Financial Summary Report per Practice and Calendar Month - *PCOs only*

This is very similar to the above report, described in section 3.2.1.1, but in addition to the data being grouped on a per-practice basis, the data is also grouped and totalled for each calendar month.

3.2.1.3 Summary of Offered Switches per Product including Dosage

This Data Export report is equivalent to the Summary of Offered Switches by *Product* including Dosage standard report.

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